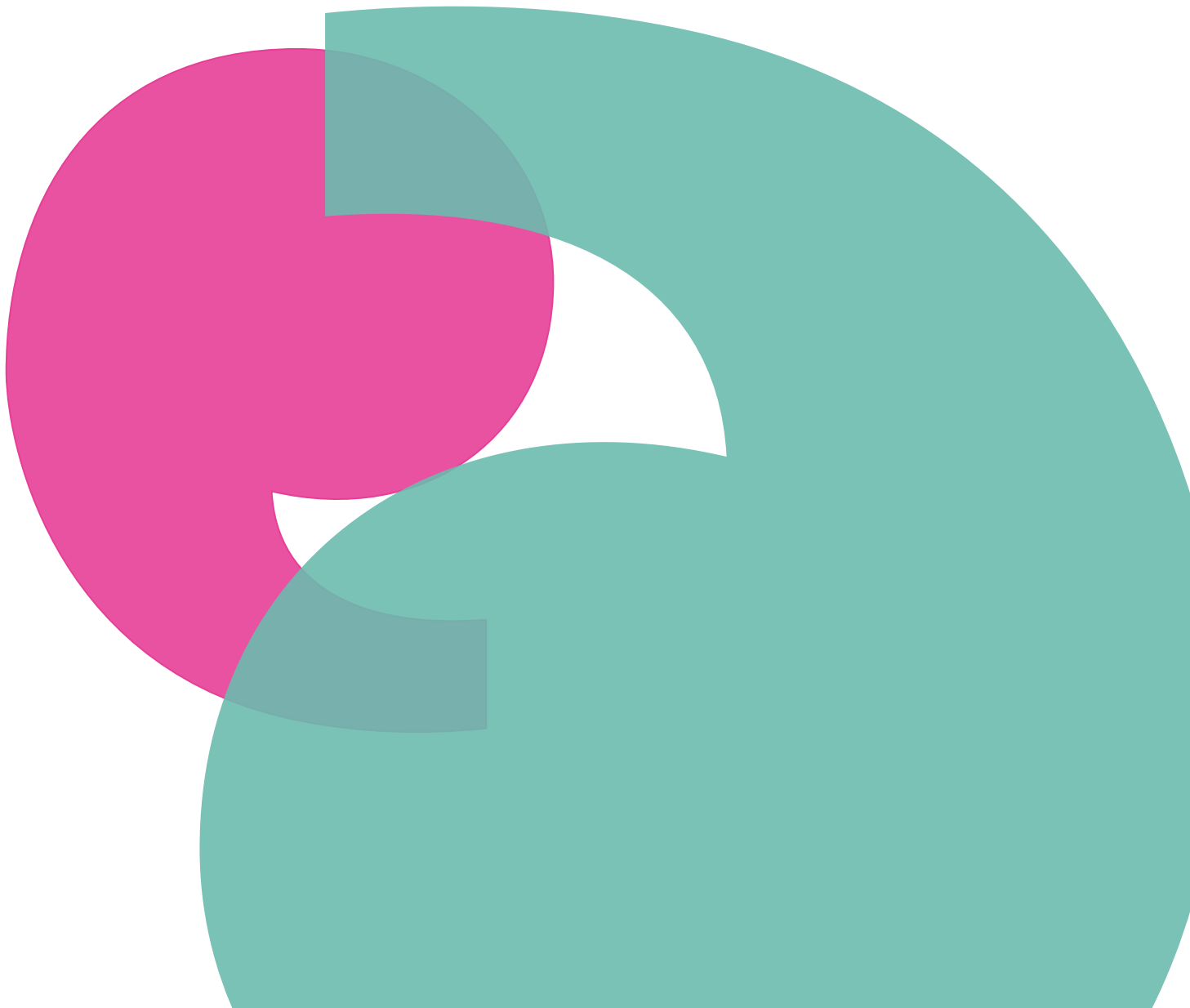


**Pendle View
Mental Health Unit**

Enter and View

6th June 2016





Details of visit

Service address: Pendle View, Royal Blackburn Hospital, Haslingden Road, Blackburn BB2 3HH

Time & Date: 6th June 2016. 10-12pm

Authorised Representatives: Alwyn Cooper, Mark Rasburn, Mavis Williams.

Contact details: Healthwatch BwD, Suite 20, Blackburn Enterprise Centre, Blackburn, BB1 3HQ

Acknowledgements

Healthwatch BwD would like to thank the service provider, staff and service users for their contribution to the Enter and View programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.



Purpose of the visit

The visit was conducted following comments made by local residents regarding the storage facilities in the bedrooms in the Darwen unit. Healthwatch BwD wanted to observe the facilities themselves and speak with those using the service to gather their experience of the facilities and care provided.

Methodology

This was an announced Enter and View visit. With the matron on duty, we discussed many areas of the service including resident's needs, involvement in the care and availability of external support including mental health advocates and physical health care.

With the aid of an observation sheet Healthwatch representatives walked around the Darwen ward to observe the environment in the communal areas and the interaction between staff and residents. Healthwatch representatives were also invited into a resident's room to observe the environment in there.

Staff were aware of the visit and were informed that if the visit was having a negative impact on the care being provided then the visit can be stopped. After the Healthwatch representatives had observed the care and environment one service user became agitated. At this point staff informed the Enter and View lead, and it was agreed for the team to leave the unit. The Healthwatch lead was in agreement with this decision and no further explanation was required from the service.

Using semi-structured questions, which were prepared before the visit, Healthwatch representatives spoke with the service users in the 'Open Doors' communal area and matron privately. All service users in the communal area were invited to share their experience with us.

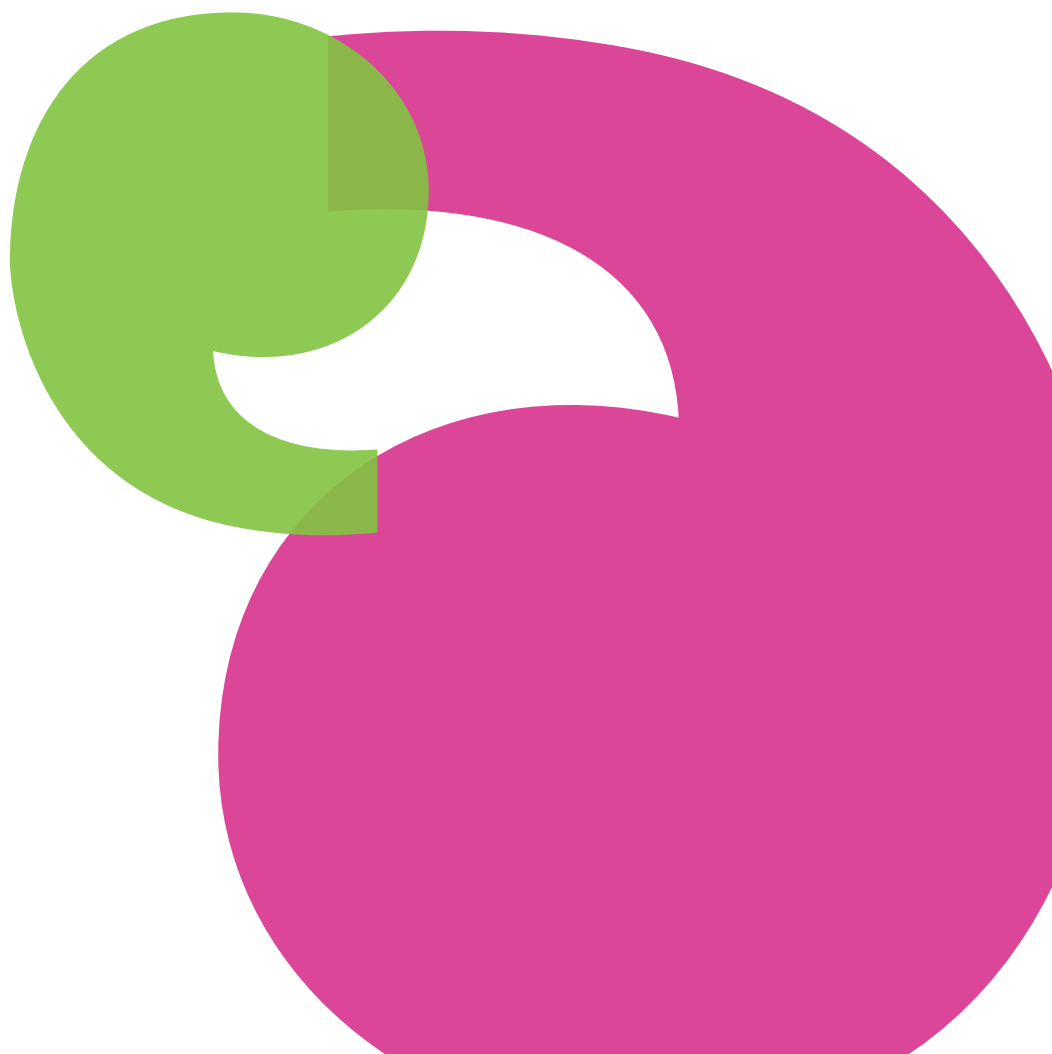
Our findings were briefly discussed with the Matron before leaving. This was an opportunity to feedback the findings and highlight any safeguarding issues or quality issues which needed immediate attention. If there were any issues the Matron would have been informed, along with the Safeguarding team.

Summary of the Unit

The Darwen Ward at Pendle View is a 19 bed inpatient mental health unit providing 24 hours care for patients in the range between the ages of 18-65 years old. The ward was fully occupied at the time of the visit.

Each day the ward has 5 staff on duty day and night. At the time of the visit the service had a full staff quota.

During the visit in the communal area Healthwatch representatives also spoke with service users from the Hyndburn ward, a female ward at Pendle view, and the assessment ward.



Results of the Visit

During the visit Healthwatch representatives spoke to 5 service users and observed the Darwen ward and the Open Doors facility.

The general environment

The Darwen ward was clean and tidy. During the visit the team observed a cleaner mopping the communal area floor.

The communal area was tidy with a number of comfortable seats available throughout. The communal area had a number of activities, such as a TV, books and board games.

There was a secured outside area for service users to sit. The door was locked at the time of the visit, with the matron informing the Healthwatch representatives that the door was unlocked after medication had been prescribed. It was observed one service user wanted to go outside but was unable to by himself. The space was pleasant but needed some attention as there were a number of weeds through the space.

The bedrooms had been recently refurbished and were individual rooms. All bedrooms had storage space for personal belongings and service users were able to personalise their room if they wanted to. All 19 beds had their own bathroom and washing facilities.

It was highlighted that the 2 crisis bedrooms did not have storage facilities or space for personal items.

Healthwatch representatives were informed that food was prepared onsite, with service users able to choose what food they would like to eat. Drinks and snacks were also available throughout the day.

Service Users View

4 service users (80% of those who answered) told us they were happy in the service

3 service users (60% of those who answered) always felt safe in the ward.

2 service users (40% of those who answered) always felt safe in the ward at night and 2 only some of the time.

5 service users (100% of those who answered) thought the home was clean and tidy.

“My room is ok. There is plenty of storage and enough space. It just gets very hot”

“I sometimes feel worried alone in my room because of the thoughts I have”

Dignity and Respect

All care plans are reviewed by staff and the service users/advocates. The service had recently received their care plan policy to ensure only relevant information is gathered to make it more individualised. This enables the service to identify personal needs and discuss who has what responsibility (i.e. the responsibility of the service user and the staff).

Planning for discharge begins at admission, with a discharge date target selected depending on the individual need. The service has a discharge team able to support service users in areas such as housing and benefits. Social Issues are always considered and service users and family are consulted with to establish the locality where they'd like to be discharged to. It was identified that it was sometimes difficult to discharge due to a lack of suitable accommodation and social care support in the community. This could potentially have an impact on when the service user is discharged and into which locality.

Service users have access to health care and mental health advocates. The Matron informed the Healthwatch representatives that mental health advocacy is discussed as part of the admission process. If further information is required staff are able to provide information and support to access the service. At the time of the visit one resident on the Darwen ward asked for an advocate. The Healthwatch lead informed the deputy ward manager of the request and asked for reassurance the service user would be provided with the support to access the service.

When one service user was using the computer it was observed the staff member supporting was allowing privacy by not directly looking over and instead monitoring them from a seat in front of the TV.

Service Users View

3 service users (60% of those who answered) felt staff met their individual needs always.

1 service user from the assessment ward did not know if they had a care plan.

4 service users (80% of those who answered) felt involved in their discharge, with one not being sure.

“I feel staff are able to keep me safe when others act aggressively”

“The bank staff are sometimes rude, and it feels they rush you”

“When I have an issue and speak to staff I’d like them to listen to me. Often they are on the computer or phone. I’d just like them to take the time to listen to me.”

“I like being up late, but feel it’s the night staffs job to ensure people are in bed. Sometimes I want to stay up and watch a film, but don’t feel able to”

“I don’t think male staff should work in the female unit. When I’m in my room and getting dressed I’m conscious a staff member may look in when they’re checking up on people.”

“Sometimes other people can be demanding so the quiet ones can be overlooked”

“Staff do the best they can do, but there is not enough to cover the demanding ones”

Recreational / social Activities

There was a large range of activities available both on the ward and in communal areas at Pendle View. There was a visible and simple noticeboard which showed what activities were on and when.

There were two computers with internet access, which enabled residents to keep in contact with friends and family and browse websites. There was also an Art Group, Yoga, Mindfulness sessions, a pool table and other activities to keep people occupied.

Service users were able to meet weekly with the staff to speak about the activities they'd like both on their ward and in the Open Spaces area.

Recently a new Gym had been opened, which allowed service users to exercise throughout the day. Staff had been trained to support residents using the gym, which allowed staff and service users to use the facility together.

Service Users View

4 service users (80% of those who answered) felt they could be involved in the planning of activities.

4 service users (80% of those who answered) told us they were able to leave the ward if they wanted to.

“Staff make sure I can speak to my family everyday”

“I would like IT lessons so I can use the computer”

Access to information and support

There were information boards throughout the ward and in the communal area.

In the gym there were posters to inform people about different exercises and in the kitchen there were healthy eating posters.

In the main reception there was an information board which was updated and provided a lot of information about the service and support in the community. It was noted that the Mental Health Advocacy leaflets were behind a large board and not in a visible position.

Service Users View

3 service users (60% of those who answered) knew how to access support for their physical health, with 2 (40%) not being sure.

4 service users (80% of those who answered) knew how to get support for a mental health advocate, with one (20%) not knowing.

“I’d like information put simply. I’m sometimes don’t understand what people tell me about my care and medication”

“I would like my family to be able to speak with someone so they can understand mental health”

Recommendations

1. The service should ensure there is storage facilities available in the 2 crisis bedrooms on the Darwen ward, and other wards which may be in a similar situation.
2. The role of male staff checking bedrooms on the female unit should be reviewed to ensure service users dignity it maintained.
3. Service users should be given simple information. Staff should ensure they understand their treatment and able to ask questions throughout.
4. Family and friends should be able to receive information about mental health conditions so they can offer the best support and care.
5. Information about mental health advocates should be made available to service users and their family and friends and information in prominent positions.

Provider Response

LCFT Action Statement

Healthwatch Enter and View to:

Pendle View Mental Health Unit, Royal Blackburn Hospital, Haslingden Road, Blackburn, BB2 3HH

6th June 2016

Purpose of the Visit

The visit was conducted following comments made by local residents regarding the storage facilities in the bedrooms in the Darwen unit. Healthwatch BwD wanted to observe the facilities themselves and speak with those using the service to gather their experience of the facilities and care provided.

Using semi-structured questions, which were prepared before the visit, Healthwatch representatives spoke with the service users in the 'Open Doors' communal area and matron privately. All service users in the communal area were invited to share their experience with Healthwatch.

As a result of the Healthwatch visit, the following have been noted and, where necessary, actions to address have been developed

Action 1

General Environment	
<p>The service should ensure there are storage facilities available in the 2 crisis bedrooms on the Darwen ward, and other wards which may be in a similar situation.</p>	
Response to findings noted. Action you will take:	
<p>On the visit, it was observed that 2 of the bedrooms which were previously crisis beds did not have storage facilities. I have liaised with Nicole Voller and a Minor Improvement has been submitted to have the required storage facilities installed. The storage cabinets will need to be made and once made will be installed into the affected bedrooms on Darwen Ward.</p>	
How will you know it is achieved?	Date when action(s) will be completed.
<p>Confirmation email from Nicole Voller that work has been completed. Storage will be installed in the required bedrooms.</p>	<p>August 2016</p>
Outcomes for patients:	Name of responsible manager:
<p>A place to store belongings on admission rather than on the floor. Better bedroom environment that is more welcoming.</p>	<p>Robert Evans</p>

Action 2

Dignity & Respect	
<p>The role of male staff checking bedrooms on the female unit should be reviewed to ensure service user's dignity it maintained.</p>	
Response to findings noted. Action you will take:	
<p>Discussion with Susan Gregory and the Hyndburn Ward Team to take place around privacy and dignity of service users in regards to male staff undertaking checks. Discussion will be around ensuring service users are made aware that there may be occasions when male staff will undertake checks, and this will be discussed with service users as part of their admission. Any objections to this by service users will be clearly recorded in the care plan and will form part of the handover to ensure privacy and dignity is maintained.</p> <p>As part of standard induction to the ward, staff will be guided on the principles of privacy and dignity and around ensuring permission is sought from the service user when checking and entering bedrooms. Every effort will be made to ensure checks are undertaken by female staff in the first instance.</p>	
How will you know it is achieved?	Date when action(s) will be completed.
<p>Confirmation email from the ward manager that she has had this discussion with the team. Induction contains relevant information regarding privacy and dignity.</p>	<p>July 2016</p>
Outcomes for patients:	Name of responsible manager:
<p>That the privacy and dignity is maintained for service users at all times. Respect of service user's wishes during their admission. Person Centred Care.</p>	<p>Susan Gregory</p>

Action 3

Access to Information and Support	
Family and friends should be able to receive information about mental health conditions so they can offer the best support and care.	
Response to findings noted. Action you will take:	
<p>All wards should have relevant information in regards to all aspects of patient care. The trust offers a wealth of leaflets which contain vital information across a wide range of mental health conditions, medications, interventions and support for families and carers. All customer care staff across the unit will be asked to check their current information boards on the ward, and ensure there is information available for families and carers, and when they request such information.</p> <p>The practice development team are working on a carer's board which will be available in the foyer at both Pendleview and the Burnley General site. This board will contain vital contact details of all the carers services, and will include a range of leaflets in regards to mental health conditions, medications, how to obtain a carer's assessment and other important information for carers.</p>	
How will you know it is achieved?	Date when action(s) will be completed.
<p>Ward Managers will confirm that their ward has relevant information regarding mental health conditions and other vital information available displayed on their information boards.</p> <p>Carer's Board will be insitu in the foyer at Pendleview and at the entrance of Burnley General Hospital.</p>	August 2016
Outcomes for patients:	Name of responsible manager:
<p>Access to information relevant to their needs.</p> <p>Carers have access to relevant information to help them support their loved ones.</p>	<p>Christopher Bibby, Modern Matron Joanne Taylor and Margaret Clark, Practice Development Nurse</p>

Action 4

Access to Information and Support	
Service users should be given simple information. Staff should ensure they understand their treatment and able to ask questions throughout.	
Response to findings noted. Action you will take:	
<p>All service users are allocated a primary nurse on the ward. We are working on improving communication with service users by implementing new care planning guidance and focused 1-1 conversations. Care planning will be made simpler so that service users understand every aspect of their care and treatment, and will be created collaboratively with the service user. The care plan will be revisited periodically with the service user to ensure that they understand their care plan and any treatment they may be receiving.</p> <p>The focused 1-1 conversations initiative will see service users being able to choose topics important to them which range from preparing for a CPA review, Focused Care Observations, Medication and many other topics. Each conversation will have actions which inform the care plan.</p>	
How will you know it is achieved?	Date when action(s) will be completed.
<p>Care Planning Guidance to be finished and then discussed at Nursing and Quality Meeting, and Matron Forum.</p> <p>Focused 1-1 conversations information to be re-launched across the wards.</p>	September 2016
Outcomes for patients:	Name of responsible manager:
<p>Better collaboration between nursing staff and service users.</p> <p>More dynamic care planning which is simple and easy for the service user to understand.</p> <p>Commitment to patient centred care.</p>	<p>Chris Bibby- Modern Matron</p> <p>Margaret Clark - Practice Development Nurse</p>

Action 5

Access to Information and Support	
Information about mental health advocates should be made available to service users and their family and friends and information in prominent positions.	
Response to findings noted. Action you will take:	
Information about advocacy was available within the foyer, however had been placed behind the board. Advocacy is offered as part of the admission checklist and procedure; therefore all service users should be made aware and offered this service on admission. All ward managers will ensure there is information and leaflets available in welcome packs so that service users know about and can contact Advocacy to support them.	
How will you know it is achieved?	Date when action(s) will be completed.
<p>Leaflets will be available on the ward for service users.</p> <p>The leaflet will also be available in welcome packs.</p> <p>The board in the foyer will have leaflets on display and not hidden.</p> <p>Email from the ward managers confirming they have the required information leaflets for advocacy.</p>	July 2016
Outcomes for patients:	Name of responsible manager:
<p>Access to information regarding advocacy and how to contact the service.</p> <p>Service users will be supported in the best possible way.</p>	<p>Chris Bibby- Modern Matron Ward Managers - East Lancashire</p>

Signature: (on behalf of the registered person)	Chris Bibby
Name:	Chris Bibby
Role:	Modern Matron
Date: (dd/mm/yyyy)	25/06/2016

Contact us



Address:

Suite 20,
Blackburn Enterprise Centre,
Blackburn,
BB1 3HQ

Phone number:

01254 504985

Text number:

07939071407

Email:

info@healthwatchbwd.co.uk

Website:

www.healthwatchblackburnwithdarwen.co.uk



Search: Healthwatch BwD